

# GOAL 5: EFFICIENT, EFFECTIVE AND ACCOUNTABLE GOVERNMENT

*Fostering a Lean culture that drives accountability and results for the people of Washington*

## GOAL TOPIC

### SUB TOPIC

### OUTCOME MEASURE

## CUSTOMER SATISFACTION AND CONFIDENCE

*"I'm being served well"*

### CUSTOMER SATISFACTION

1.1. Increase customer satisfaction to 85% by June 30, 2015

1.2 Increase Washington as an employer of choice from 63% to 66% by January 2016

1.2.a. Increase percentage of state employees satisfied with their job from 69% to 72% by January 2016

1.2.b. Increase percentage of state employees who respond positively to engagement questions from 64% to 67% by January 2016

1.2.c. Increase percentage of state employees who said their leaders create a culture of respect, feedback, recognition from 68% to 70% by January 2016

1.2.d. Increase percentage of state employees who believe we are increasing customer value from 54% to 57% by January 2016

### CUSTOMER CONFIDENCE

1.3. Increase timely delivery for state services to 90% by June 30, 2015

1.3.a. Increase percentage of agencies that exercise continuity of operations plans at least annually from 94% to 100% by December 31, 2015

1.3.b. Increase percentage of agencies with updated continuity of operations plans from 82% to 100% by June 30, 2015

## RESOURCE STEWARDSHIP

*"My money is used responsibly"*

### COST-EFFECTIVE GOVERNMENT

2.1 Increase percentage of projects with measured improvements in cost and/or, quality, safety, time, customer satisfaction, employee satisfaction as reported in strategic lean project reports from 48% to 100% by December 31, 2015

2.1.a. Increase number of Lean projects by 25% from 535 to 669 by December 31, 2014

2.1.b. Increase percentage of state employees completing Lean training by 20% from 15,505 to 18,606 and increase percentage of supervisors, managers, and executives completing Lean training by 20% from 7,013 to 8,416 by December 31, 2014

2.1.c. Increase percentage of state employees trained to be facilitators of Lean improvement projects by 20% from 559 to 671 by 2014

2.2 Reduce the statewide energy use index of state facilities from 120 kBtu to 106 kBtu/square foot/year by 2015

2.2.a. Reduce energy consumption in state-owned buildings from 9,600,000 mBtu to 8,800,000 mBtu by 2013 and to 8,400,000 mBtu by 2015

**kBtu: 1,000 British thermal units**

**mBtu: 1 million British thermal units**

2.3 Increase the number of passenger alternative fuel vehicles in state government from 7 to 55 by July 2016

2.3.a. Increase the number of plug-in hybrid passenger vehicles in state government from 1 to 30 by July 2016

2.3.b. Increase the number of plug-in battery powered electric passenger vehicles in state government from 6 to 25 by July 2016

2.4 Reduce the petroleum fuel consumption in fleets by 8% by July 2016 from 2012 levels

2.4.a. Increase the average petroleum mpg of the agency's fleet by 8% by July 2016 from 2012 levels

## TRANSPARENCY AND ACCOUNTABILITY

*"I know how my money is being spent"*

### TRANSPARENCY

3.1. Increase amount of data available in downloadable and searchable format from 79.2 million rows to 87.1 million rows by June 30, 2015

3.1.a. Increase variety of data available on state portals by 10% by June 30, 2015

### PROCUREMENT REFORM

3.2 Increase the percentage of contract data available on a central website from zero to 100% by 2015

3.2.a. Increase percentage of agencies and institutions of higher education that post contract data on central website from zero to 100% by 2015

3.2.b. Increase percentage of master contract solicitations and associated documents available on contracting portal page from 60% to 100% by July 2014

### ACCOUNTABILITY

3.3. Increase the number of Results Washington outcome measures and leading indicators on track from 43 to 115 by December 31, 2016

3.3.a. Increase percent of users who access the Results Washington website by 10% by September 30, 2015

## LEADING INDICATORS

**Updated**

6/1/15